

Vermont Mental Health Performance Indicator Project

DDMHS, Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601 (802-241-2638)

MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani
Janet Bramley

DATE: January 24, 2003

RE: Survey Raters and Rankings: Children's Services Programs.

Over the past three years, the DDMHS has conducted four surveys designed to evaluate CMHC-based children's mental health services programs in Vermont. These included surveys of young people served by these programs, parents, educators, and caseworkers for the State's Department of Social and Rehabilitation Services. Brief PIP reports that summarize findings and detailed technical reports on each survey are available on line (links are provided below). In addition, a limited number of hard copy reports are available on request.

This week's report examines the level of agreement among the four groups of respondents with regard to their ranking of Vermont's ten regional children's mental health services programs. The measures of program performance evaluated included staff, quality, outcomes, and overall performance. Levels of agreement were measured by applying Kendall's W to the ranking of CMHC programs from the various constituent groups. Possible values of Kendall's W range from "0" (no agreement) to "1" (complete agreement). We consider values of 0.7+ to indicate high agreement, values of 0.3-0.6 to indicate medium agreement, and values of less than 0.3 to indicate low agreement. Complete results of this analysis are presented in tabular format. In addition, two sets of graphic presentations of selected pairs of rankings are attached for purposes of illustration. The first set of graphs includes agreement between SRS caseworkers and educators, and between SRS caseworkers and youth regarding overall evaluation of CMHC programs. The second set of graphs includes agreement between youth and parents and between youth and SRS caseworkers regarding evaluation of CMHC staff.

As you will see, the young people served by the children's mental health services programs and the parents of service recipients were much more likely to agree with each other than to agree with the educators or the SRS caseworkers. The educators and SRS caseworkers were much more likely to agree with each other than with the youth or the parents.

Young people and parents had high agreement in their ranking of programs for three of our four measures of program performance (staff, quality, and overall performance). Parents, however, did not have high agreement on any of these measures with either educators or SRS caseworkers. Youth had high agreement with educators on only one measure (outcomes) and did not have high agreement with SRS caseworkers on any of the measures.

Educators and SRS caseworkers had high agreement in their rankings of all four measures of program performance. Educators, however, did not have high agreement on any of these measures with either youth or parents. SRS caseworkers had high agreement with youth on only one measure (outcomes) and did not have high agreement with parents on any of our measures.

We will be very interested in your interpretation of strength of agreement between youth and parents and between caseworkers and educators (and the relative weakness of agreement between these two pairs) that was found in this analysis. If there is enough response, we would like to share your interpretations with the larger community of PIP recipients. We'll only cite you by name with your permission. Please send your interpretations to pip@ddmhs.state.vt.us or call 802-241-2638.

For copies of brief reports of the findings of our survey of...

- ...children served, go to (www.state.vt.us/dmh/Data/PIPs/2000/pip102000.pdf).
- ...educators, go to (www.state.vt.us/dmh/Data/PIPs/2002/pip020102.pdf).
- ...child protection workers, go to (www.state.vt.us/dmh/Data/PIPs/2001/pip030901.pdf).
- ...parents of children served, go to (www.state.vt.us/dmh/Data/PIPs/2002/pip122702.pdf).

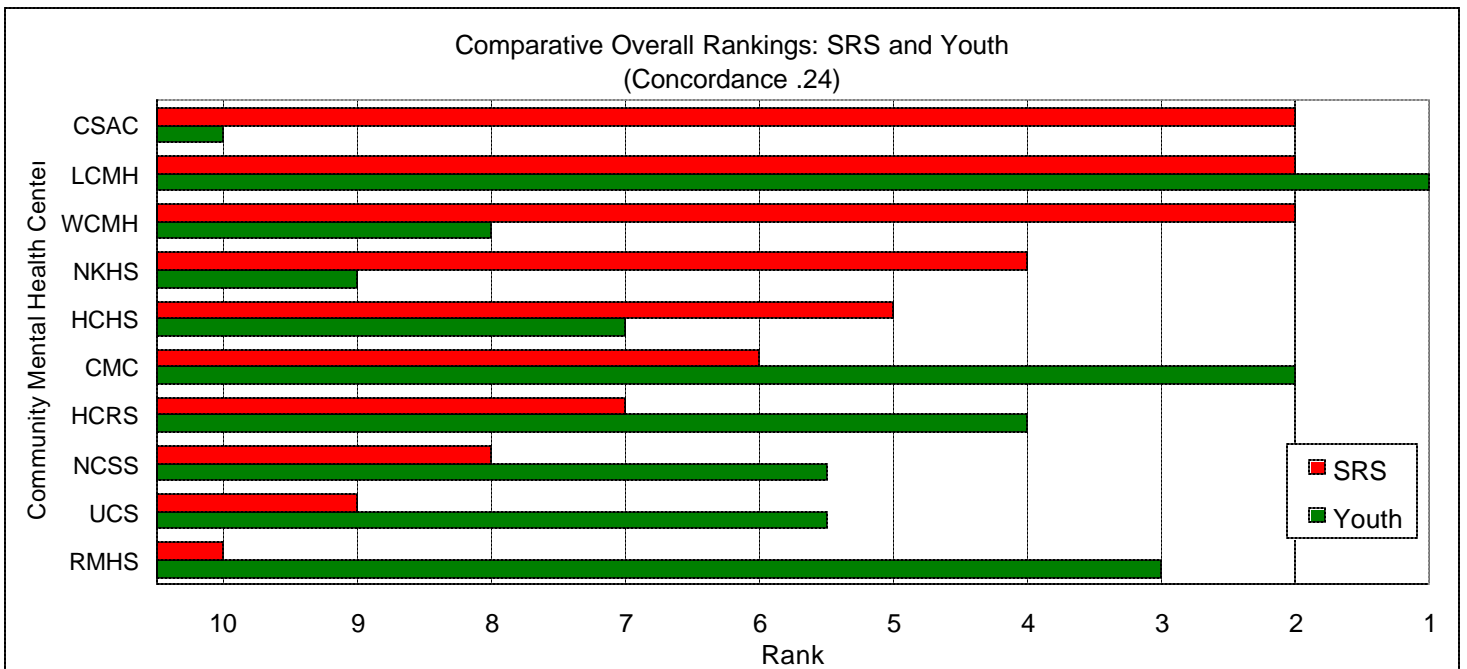
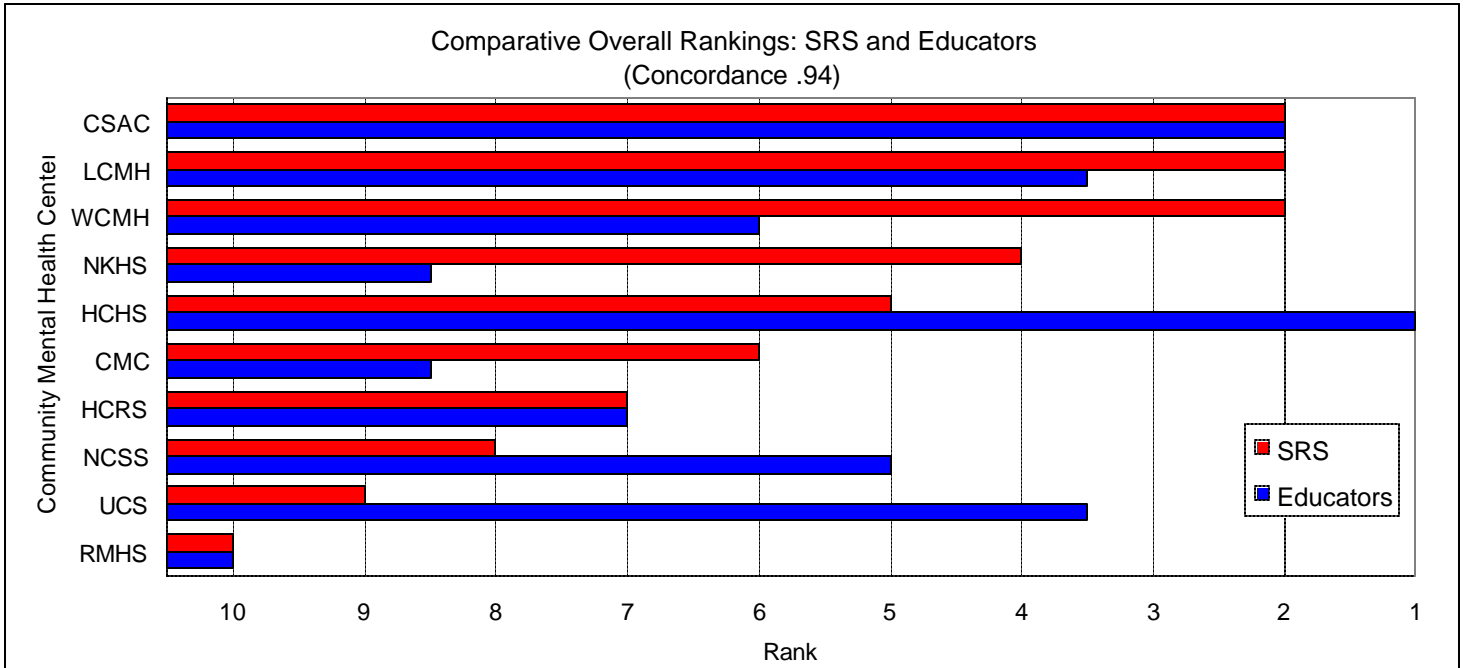
For copies of technical reports of the findings and methodology of our survey of...

- ...children served, go to (www.state.vt.us/dmh/Data/99kidstechnicalreport.pdf).
- ...educators, go to (www.state.vt.us/dmh/Data/01edtechnicalreport.pdf).
- ...child protection workers, go to (www.state.vt.us/dmh/Data/01srstechnicalreport.pdf).
- ...parents of children served, go to (www.state.vt.us/dmh/Data/02parentstechnicalreport.pdf).

Agreement Among Raters* of Children's Services Programs in Vermont: FY1999 - FY2002				
Respondent Group	Evaluation Scale			
	Overall	Staff	Quality	Outcomes
All respondent groups	0.35	0.38	0.41	0.41
SRS Workers and Educators	0.94	0.69	0.79	0.89
Youth and Parents	0.86	0.85	0.72	0.46
Youth and Educators	0.39	0.59	0.39	0.7
Parents and Educators	0.56	0.59	0.51	0.59
Parents and SRS Workers	0.4	0.44	0.59	0.49
Youth and SRS Workers	0.24	0.38	0.51	0.53

* High Agreement = **0.7 - 1.0**, Medium Agreement = 0.3 - 0.6, and Low Agreement = 0.0 - 0.3 .

Overall Evaluation: Rankings of CMHCs

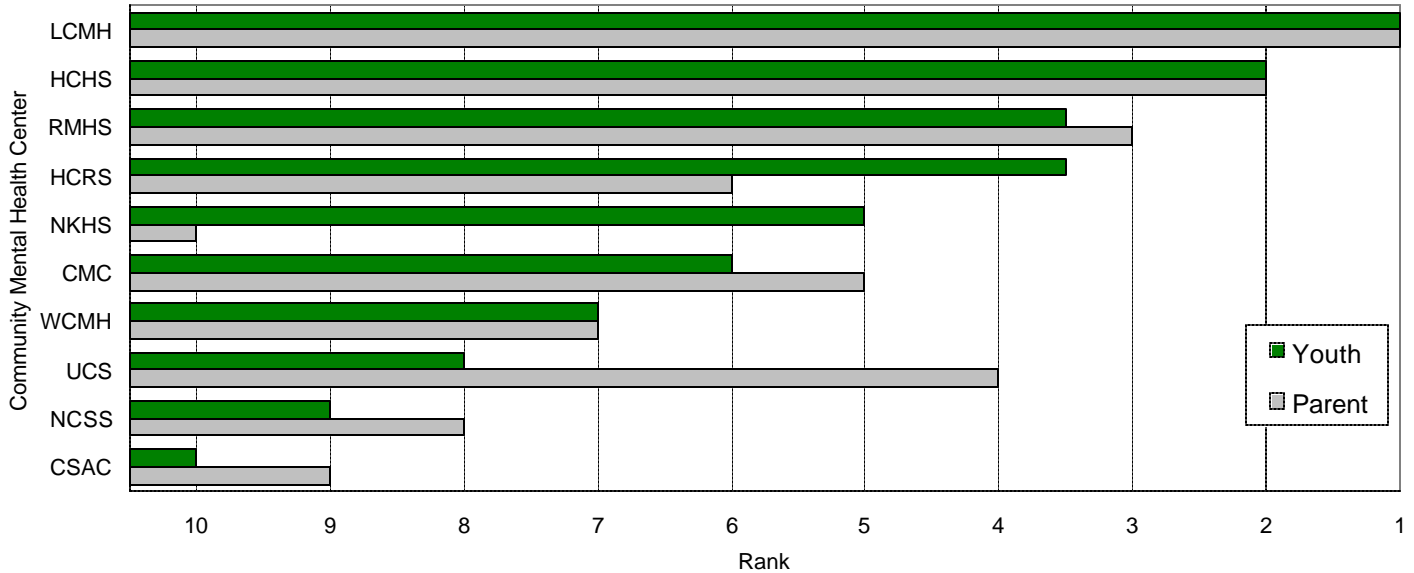


Overall Evaluation: Rankings of CMHCs by Youth, Parents and SRS Workers

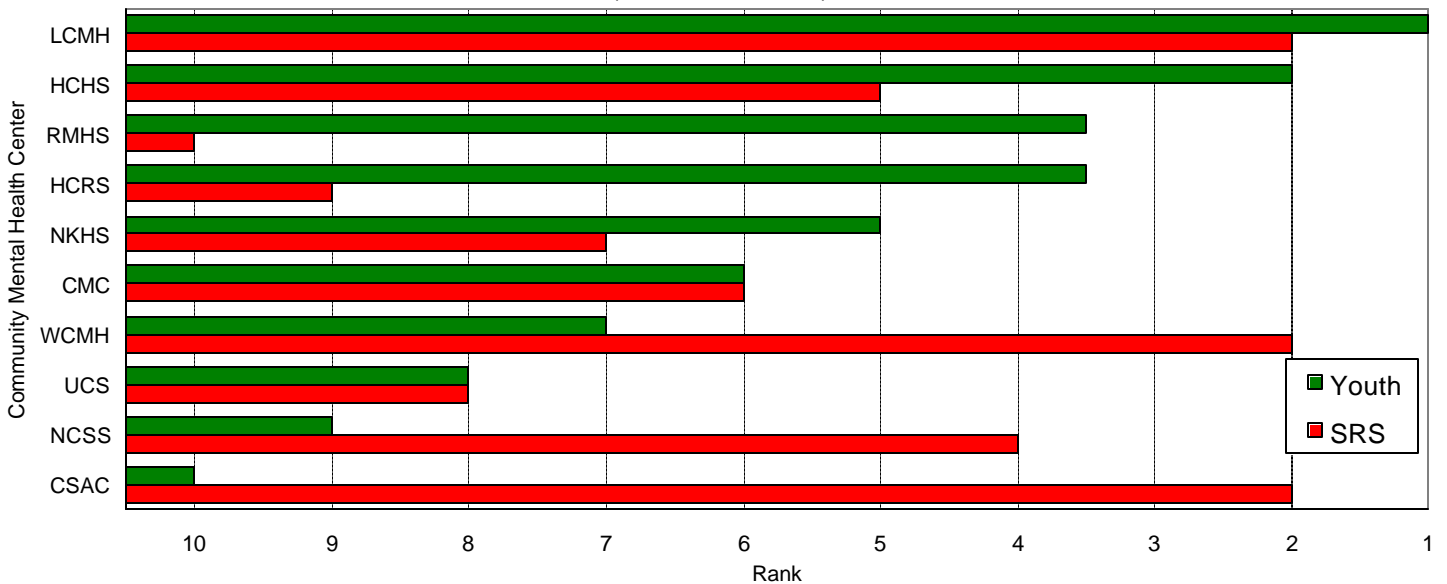
	CSAC	LCMH	WCMH	NKHS	HCHS	CMC	HCRS	NCSS	UCS	RMHS
SRS	2	2	2	4	5	6	7	8	9	10
Educators	2	3.5	6	8.5	1	8.5	7	5	3.5	10
Youth	10	1	8	9	7	2	4	5.5	5.5	3

Staff Evaluation: Rankings of CMHCs

Comparative Staff Rankings: Youth and Parents
(Concordance .85)



Comparative Staff Rankings: SRS and Youth
(Concordance .38)



Staff Evaluation: Rankings of CMHCs by Youth, Parents and SRS Workers

	LCMH	HCHS	HCRS	RMHS	NKHS	CMC	WCMH	UCS	NCSS	CSAC
Youth	1	2	3.5	3.5	5	6	7	8	9	10
Parents	1	2	6	3	10	5	7	4	8	9
SRS	2	5	9	10	7	6	2	8	4	2